

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	February 14, 2011
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Claudia Fierro; DonnaKay Davis; Donald Gonzales; Erica Melbourne; Gassia Ekizian; Janet Fleishman; Jessica Wilkins; Josh Cornell; Kia Hayes; Kimberly Floyde; Kimber Salvaggio; Kimberly Spears; Leah Carroll; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Melody Taylor; Michelle Rittel; Monika Johnson; Noma Cano; Rashied Jibri; Sandra Chang Ptasinski; Susan Crimin; Sylvia Guerrero; Timothy Beyer; Vandana Joshi; Yvette Willock		
WebEx Participants			
Excused Members	Mary Ann O'Donnell		
Absent Members	Ann Lee; Alex Medina; Jeff Kohn; Julie Valdez; Kumar Menon; Leslie Shrager; Naga Kasarabada; Nina Johnson; Norma Fritsche; Robert Levine;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were approved with corrections requested.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	<p>SA 1: January 18th meeting was cancelled due to weather and rescheduled for later in the month. V. Joshi had to reschedule her presentation and the meeting was used to review documents from previous meetings.</p>	<p>Sukeda Day from Auditor Controller's Office will present at July's meeting. Next meeting April 2011.</p>	<p>S. Crimin</p>
	<p>SA 2: Adult & Children meetings were combined for the month of January only. Dr. Joshi and Ms. Drinan attended the last meeting and Dr. Joshi presented Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Areas, and Part III Performance Outcomes Summary Report. Meeting was well received w/ many follow-up questions and discussion of how to use presentation data, among attendees. Ron Klein, SA 2 District Chief is very interested in Post-Hospitalization for STAS Performance Indicators, and how we can use indicators to increase the rate of persons being seen for mental health services within seven days of hospital discharge. Reported progress on SA 2 QIC special quality improvement project for survey to evaluate training (CCCP training).</p>	<p>R. Klein will be implementing the Post Hospitalization Outpatient Access Indicator (PHOA). SA 2 adults Next meeting March 17, 2011.</p>	<p>K. Salvaggio</p>
	<p>SA 2: Children: Dark in January. Members attended the Adult SA 2 meeting presented by Ms. Drinan and Dr. Joshi on Demographic Profiles and Data.</p>	<p>Next meeting February 17, 2011.</p>	<p>M. Rittel</p>
	<p>SA 3: Dark in January.</p>	<p>Next Meeting February 16, 2011.</p>	<p>C. Fierro</p>
	<p>SA 4: Dr. Joshi and Ms. Drinan attended the last meeting and Dr. Joshi presented on Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report. Ms. Drinan reported ways in which reporting of data has expanded from past presentations. Significance Testing is now performed and Service Area specific data is presented for population and prevalence demographics. State & County Performance Outcomes Data from the MHSIP survey continue to be included in these presentations as in the past.</p>	<p>Next meeting February 15, 2011. SA QIC members need to have a discussion at the next meeting on their data. We are having a hard time understanding the data and how to use it. The goal for the next meeting will be for answering questions from the membership. Anahid Assatourian requested that Dr. Josh Cornell, (assigned to SA 4) attended this meeting.</p>	<p>A. Bray</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports cont.	SA 5: Dark in February.	Next meeting March 1, 2011. Dr. Joshi will present on Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report.	M. Johnson
	SA 6: Last meeting was held at their new location, West Central Mental Health. SA QIC members provided support to providers on EBPs. The APS Healthcare/CAEQRO Site Review Team has requested to re-visit West Central MHC.	Next meeting February 24, 2011, at West Central Mental Health Center. Dr. Joshi will present on Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report.	K. Spears
	SA 7: Dr. Josh Cornell attended the meeting and was introduced to SA QIC Members. A discussion was held on 1115 Waiver. Members discussed the importance of maintaining SA QIC meeting minutes. Dr. Cornell is working together with SA 7 QIC on their Client Flow Quality Improvement Project (that has the goal of improving continuity and timeliness of services.)	Next meeting March 8, 2011.	L. Ayala
	SA 8: Dark in December. SA QIC completed their No Shows Quality Improvement Project. SA QIC is waiting on feedback from members regarding pursuit of potential future Quality Improvement projects.	Next meeting February 16, 2011. Ms. Drinan suggested to have the Work Plan, and the SA QIC Minutes.	J. Fleishman
	Countywide Children's Last meeting was held February 10, 2011. Dr. Joshi presented on Geo-Mapping and Service Area specific data. Providers found the data and information to be very helpful and informative. Dr. Yoko Sugihara reported updates on the EPSDT PIP.	Next meeting May 12, 2011.	L. Singleton

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Cultural Competency Committee	Cultural Competency Committee and Planning Division continue to work on completion of the Cultural Competency Plan (CCP). 95% is completed and submission is expected by the end of this month. Dr. Chang-Ptasinski and Ms. Hayes were elected as Co-Chairs for the Cultural Competency Committee. Several SA QIC members attended the last Cultural Competency Committee meeting. eNews project to be launched by the end of this month. A logo was granted for the column in the eNews. There is a problem with the translation of forms. Forms are being revised/updated. This has delayed the process of translation into threshold languages.	CCP to be submitted to the State by the end of this month. Cultural Competency Committee Next meeting: March 9, 1:30 – 3:30 p.m. 695 S. Vermont Ave., 15 th Floor Large Conference Room.	K. Hayes S. Chang-Ptasinski
Patient Rights Office QIC Issues	Request for Change of Provider (RCP) Form – activities continue.	PRO and QI Division will be meeting in the near future to discuss data definitions.	PRO QID
Clinical Issues	<p>Medication Parameters are finalized and posted. There is always a possibility they may be updated again as they are implemented. A training for “Older Adults with Impaired Memory in Mental Health Settings.” was offered to DMH and Contract Providers on February 9, 2011. Training was well attended and very informative. They are now working on a recap for the first training to precede the second training. CEU’s for this training have been approved.</p> <p>Dr. Eisen distributed the: “LA Health Trends in Depression: Shedding Light on the Darkness” brochure from County of Los Angeles Public Health.</p>	<p>Revised Medication Parameters are posted on the DMH Website.</p> <p>Next training will be held March 2, 2011 at St. Anne’s Center: 155 N. Occidental Blvd., Los Angeles, CA 90026, 8:00 a.m. to 12:30 p.m.</p>	C. Eisen

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
QI Population Data and Disparities Trainings	Ms. Drinan reported on QI Population Data & Disparities trainings that were completed and trainings scheduled. Also, Ms. Drinan provided information on Population Data/Penetration Rates, and informed group on how penetration rates are calculated. Dr. Joshi and Ms. Drinan reported ways in which SAs can use the data provided from the training to address disparities, build capacity, and increase client flow. Training consists of 3 sections, 1) is Countywide Data, 2) Service Area Data, and 3) MHSIP Data.	Ms. Drinan/Dr. Joshi will contact SAs that haven't been scheduled for their presentations in order to schedule them for the near future.	M. Drinan V. Joshi
Standards for Security Guards	QI workgroup reviewed the current training received by security guards. Recommendations for security guards to be more "Warm and Welcoming" at the clinics have been compiled by the QI workgroup were presented at today's Departmental QIC meeting, and additional suggestions received were added to the document.	A meeting with Mr. Logan to be scheduled in the near future to discuss and recommend the changes to the current video. Drs. Cornell/Beyer will contact SA QIC representatives that were recommended by Ms. Floyd and Ms. Crimin, in order to receive their suggestions for training.	T. Beyer J. Cornell D. Davis
Mandatory Trainings	Ms. Drinan distributed Mandatory Training Curriculum regarding requirements for: clinicians, supervisors, direct client care and general training for all DMH employees. Ms. Drinan explained that this guide describes what is required and for what discipline's, who is required to attend and how often. Ms. Davis has contacted Ms. Phyllis Griddine and the "Customer Service" training for all staff is being reinstituted on a regular schedule. Ms. Griddine will be the instructor for this class.	Ms. Davis is currently working with CIOB staff to produce LNS Reports for managers to identify staff members that are out of compliance with training requirements. Report is planned to be finalized by April, 2011.	M. Drinan

Handouts	<ul style="list-style-type: none">➤ Training for Security Guards and Receptionist➤ Mandatory Training Curriculum		
Announcement	➤ LA Health Trends in Depression: Shedding Light on the Darkness Brochure by Public Health		
Next Meeting	March 14, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 nd Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS